



TROUBLE SHOOTING GUIDE

Getinge Sterilizers

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Door System Trouble Shooting

Automatic Door Sterilizer

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Door will not close.	A. No air pressure or pressure to low. B. Door safety activated. C. Defective pneumatic pilot operators. D. Broken air line.	A. Check air supply and verify correct pressure setting. B. Check for obstruction to door. C. Replace solenoid. D. Inspect and replace air line.
Door closes slowly.	A. Air pressure too low. B. Air flow to door to low. C. Door gasket not retracted.	A. Re-adjust air pressure to correct setting. B. Make adjustment to flow control valve or to flow control orifice (as equipped on unit). NOTE: To be adjusted only by qualified maintenance personnel. C. Remove gasket, lubricate or replace if necessary.

Manual Door Sterilizer

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Manual door will not close or is difficult to close.	A. Cable is worn or broken. B. Door guides. C. Door gasket not retracted. D. Spring tension	A. Replace cable. B. Lubricate (grease) or readjust guides and eccentrics. C. Remove gasket, lubricate or replace if necessary. D. Adjust spring tension NOTE: To be adjusted only by qualified maintenance personnel.

System Trouble Shooting

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Jacket will not heat up when power is turned on.	A. No steam. B. Steam to jacket valve not operating. C. Trap for jacket not operating.	A. Check steam supply. B. Check pneumatic pilot solenoid and valve, replace as needed. C. Clean or replace trap.
Cycle does not begin when door is closed and cycle start button is pressed.	A. Door limit switch not closing. B. Door limit switch defective. C. Pneumatic door limit switch defective. D. Jacket not heating to 3°C below setpoint. E. Check input/output connector	A. Check that door is completely closed. B. Replace switch. C. Replace Switch. D. Refer to “Jacket will not heat up” problem above. E. Check for secure fit on pins and connectors.
Door not sealed.	A. Door gasket. B. Door seal supply pressure (steam or air). C. Door seal pressure switch. D. Steam to door seal valve not operating.	A. Inspect gasket, replace if necessary. B. Check supply and regulator setting if equipped. C. Replace Switch. D. Check pneumatic pilot solenoid and replace if necessary.
Unit not entering steam into chamber.	A. Steam supply. B. Steam strainer. C. Steam-to-chamber valve.	A. Check steam supply to chamber and regulator setting if equipped. B. Turn off steam supply and check supply strainer. Clean or replace screen as necessary. C. Check pneumatic pilot solenoid and valve, replace if necessary.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Unit not reaching sufficient vacuum level (non-liquids cycle).	A. Water supply. B. Worn or defective gasket. C. Power supply. D. Vacuum pump. E. Vacuum Leak. F. Load. G. Drain line check valve. H. Defective or worn door gasket I. Needle valves.	A. Check water supply is in accordance with arrangement drawing. (Supply pressure and temperature effect performance). B. Inspect gasket, replace if necessary. C. Check all power to the unit. D. Pump tripped, reset heater. E. Locate leak and repair. F. Load placed over drain. Leave drain clear. G. Clean and replace valve if necessary. H. Check for faulty door gasket, replace if necessary. I. Check settings on needle valves (air to vac pump and water to vac pump).
Chamber temperature not reaching programmed exposure temperature.	A. Steam pressure. B. Chamber strainer. C. Slow exhaust clogged. D. Load.	A. No steam or low steam pressure to unit. Check that steam supply is in accordance with arrangement drawing. B. Check both strainer in chamber and drain strainer. Clean or replace screen as necessary. C. Clean slow exhaust needle valve or orifice, check setting. D. Load is placed over drain in the chamber. Leave drain clear.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Unit attains exposure temperature but then drops 2°C below setpoint for 2 minutes.	A. Defective steam to chamber valve. B. Slow exhaust clogged. C. Steam quality. D. Steam pressure. E. Slow exhaust valve inoperative. F. High condensate in drain.	A. Replace valve or pneumatic pilot solenoid as necessary. B. Clean slow exhaust needle valve or orifice. C. Check for “wet” steam being supplied to sterilizer. D. Temporary loss of steam during cycle. E. Replace valve or pneumatic pilot solenoid as necessary. F. Check for high water or condensate around chamber drain probe.
Unit runs over temperature.	A. Defective or worn door gasket. B. Defective steam to chamber valve. C. Calibration D. Overdrive parameter.	A. Replace gasket. B. Replace valve or pneumatic pilot solenoid as necessary. C. Re-calibrate all temperature probes. D. Check setting of any adjustable overdrive parameters.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Chamber exhausts slowly or not at all.	A. Clogged chamber or drain strainer. B. Inoperative fast exhaust valve. C. Water pressure. D. Water strainer clogged. E. Load placed on drain. F. Check Hi-Voltage power. G. Slow exhaust clogged.	A. Check strainer in chamber and drain. Clean and replace screen as necessary. B. Check pneumatic pilot solenoid and valve, replace as necessary. C. Check that water pressure is within the requirements specified on the arrangement drawing. D. Clean strainer on incoming water line. Replace screen as necessary. E. Re-adjust load. F. Check power, reset heater on starter for vacuum pump. G. Clean slow exhaust needle valve or orifice.
Dry time will not count.	A. Check “Chamber exhausts slowly” problem above. B. Vacuum leak.	A. Check “Chamber exhausts slowly” actions above. B. Locate leak and repair.
Dry time starts counting, but then stops.	A. Vacuum leak B. Load.	A. Locate leak and repair. B. Load incorrectly placed in chamber, i.e. containers upright in chamber.
Air not being admitted into chamber after dry time.	A. Filter assembly clogged. B. Check valve clogged. C. Defective air admit valve.	A. Replace filter. B. Clean or replace check valve. C. Replace valve or pneumatic pilot solenoid as necessary.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Doors will not open at Cycle End.	A. Worn or defective door gasket. B. Defective door seal valve. C. Check “Chamber exhausts slowly” above D. Check valve on steam trap for door seal.	A. Relubricate or replace door gasket. B. Check valve and pneumatic pilot solenoid, replace if necessary. C. Check “Chamber exhausts slowly” actions above. D. Replace check valve.
Temperature display is false or displays 999.9.	A. Faulty temperature device (RTD). B. Cable for temperature device is loose.	A. Replace device. B. Re-insert cable for temperature sensor.
Pressure is high or pressure transducer is faulty.	A. Check “Unit runs over temperature” problem above. B. Faulty pressure transducer. C. Calibration D. Loose cable for pressure transducer (PT).	A. Check “Unit runs over temperature” actions above. B. Replace transducer. C. Re-calibrate the pressure transducer. D. Reinsert cable, check connection.
Steam vapor being admitted while door is open.	A. Faulty steam to chamber valve.	A. Replace valve.
Jacket constantly over temperature.	A. Defective steam to jacket valve. B. Setpoint	A. Replace valve. B. Check setpoint value in the program parameters.
Water in chamber after unit is turned off for an extended period of time. (ie. overnight)	A. Defective steam to chamber valve.	A. Replace valve.
Water on chamber floor at cycle end.	A. Chamber leveling. B. Check “Chamber exhausts slowly” problem above. C. Jacket heating.	A. Check that chamber is level and make adjustments accordingly. B. See “Chamber exhausts slowly” actions above. C. Check jacket heating problem above

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Steam coming from the door during cycle.	A. Worn or defective door gasket.	A. Replace door gasket.
Excessive steam from drain in service area.	A. Cooling water valve faulty. B. Safety relief valve. C. Water supply strainer. D. Drain quench.	A. Check valve seat and pneumatic pilot solenoid, replace as necessary. B. Check safety relief valve and replace if necessary. C. Clean or replace screen as necessary. D. Check drain quench valve setting, verify it is working properly.
Goods are wet after textile or utensil cycle.	A. Dry time too short for load. B. Water line clogged. C. Vacuum level. D. Steam quality.	A. Increase dry time. B. Clean strainer screen or replace as necessary. C. Check vacuum pump performance. D. Check for “wet” steam.
Valves not operating.	A. Air supply. B. Defective pneumatic pilot solenoid.	A. Check that air pressure is within the requirements specified on the arrangement drawing. B. Check pneumatic pilot solenoid, replace as necessary.

Electrical System Trouble Shooting

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Unit does not power on.	A. No electrical power. B. Tripped circuit breaker. C. Defective power switch.	A. Check electrical source. B. Locate short and reset circuit breaker. C. Replace switch.
Start light not illuminated.	A. No steam. B. Doors not closed or sealed. C. Active Alarms	A. Check steam supply. B. Check doors and door seal. C. Check control display for active alarms, correct as necessary.
Power failure for more than 10 seconds during cycle.	A. No electrical power. B. Tripped circuit breaker.	A. Check electrical source. B. Locate short and reset circuit breaker.
Printer not operating.	A. No electrical power to printer. B. Loose power cord.	A. Check electrical source. B. Check power cord is securely plugged in.
Printer does not operate, red light on printer illuminated or flashing.	A. No paper in unit. B. Paper not threaded properly. C. Paper feed is jammed.	A. Replace paper. B. Re-thread paper. C. Remove paper, clean printer feed.